

SELF DETERMINATION RESOURCES, INC.

Our Mission:

To support people with disabilities to determine and direct their lives

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Welcome to SDR!

We hope you find our services to be a useful addition to your life.

We will try our very best to provide you with high quality services that are meaningful to you.

We are sorry about all the paperwork.

SDRI

Self Determination Resources, Inc. is here to help you create a plan to provide you with the supports you need. This pamphlet is designed to give you important information about Self Determinations Resources and about your Individual Support Services Plan. This is not meant to be a complete explanation. You will want to discuss the following information with your Personal Agent to make sure the things that are important to you are explained to your satisfaction. You can always request and receive additional information about our organizational structure, rules we have to follow and contracts.

YOU ARE OUR CUSTOMER

You are our customer, which means it is our job to provide services that meet your needs. We care about your satisfaction. Anytime you are not getting the information or services from us that you want and need, let us know!

PERSONAL AGENTS

Your Personal Agent (PA) will meet with you to develop a plan to help you get the support you need. They will also help you find supports and resources to make your plan work. Your PA can answer questions about your plan and help you when you need to make changes. Your Personal Agent will be your advocate and ally. Your PA can help you coordinate things so you can live your life the way you choose.

WHAT SDRI DOES

We work hard to:

- Find ways for people and families to get the support they need.
- Provide help that is flexible to your needs and changes as necessary
- Make sure you go out to the places you want to go and with the people you want to be with
- Get results without wasting time or money.



YOUR RIGHTS

AS A CUSTOMER OF SDRI

THE RIGHT TO NOT BE DISCRIMINATED AGAINST

Now that you're enrolled in services, no one can stop you from using this program because of your race, skin color, gender, orientation, religion, where you were born, if you are a US citizen, how old you are, how much money you make or how long you have lived in Oregon.

THE RIGHT TO QUALITY SERVICES

You have the right to services that work for you and support you in the ways you want help. The brokerage must write down (make a plan) on how we will do this.

THE RIGHT TO RECEIVE:

- Assistance in determining what supports you need and how to get those supports.
- Help in finding the people, things, and activities that you need.
- Help in gathering information to make choices about your supports and the people who help you.
- Help ensuring the people who work for you do what you want and need them to do.
- Support with paying people who work for you.

THE RIGHT TO A PERSON CENTERED PLAN

A person centered plan means that the plan is about you and what you want and need. You have the right to know how your supports will work for you and how to fix your plan if it is not working. There are some formal methods of doing Person Centered Planning. Ask your Personal Agent for more information if you are interested in a more formal Person Centered Plan.

THE RIGHT TO A WRITTEN PLAN WITHIN 90 DAYS

Your plan must be written down. You have the right to have your plan working within 90 days from when you start this program. You or your legal guardian and the county must sign the plan for it to start.

THE RIGHT TO INFORMED CONSENT

Your plan should talk about what you need to stay safe and healthy. You have the right to know if anything in your plan can hurt you or might be bad for you.

YOUR RIGHTS

AS A CUSTOMER OF SDRI

THE RIGHT TO A NURSING CARE PLAN

If you need help from a nurse, your plan must include information and instructions on what medical and nursing needs you have. A nurse must write this part of your plan.

THE RIGHT TO REVIEW YOUR PLAN

You have the right to review your plan with your Personal Agent and make sure it is working. Your plan should be doing what you want it to do and you should be happy with what you get from it. If your plan is not what you want or need, you may request a change at anytime. You and your PA will review your plan at least one time a year and whenever big changes happen in your life.

THE RIGHT TO CHANGE PERSONAL AGENTS OR BROKERAGES

You have the right to request and receive a new Personal Agent if you do not feel the one you are working with is best for you. It may be possible to request a specific PA at SDRI if their workload allows it. In addition, you have the right to services from another brokerage if you feel that SDRI is not serving your needs adequately. Mentor Metro Brokerage and Independence Northwest are also contracted to provide services in our area.

THE RIGHT TO MOVE TO ANOTHER COUNTY WITHOUT LOSING SERVICES

You have the right to move to another county in Oregon without losing the support you need. Your Personal Agent will help you make sure your plan is moved with you. You will not lose your support services but the people who provide them may change.

THE RIGHT TO A LIMITED PAYMENT OF PROVIDERS

You have the right to not pay your helpers any extra money besides what they are paid in your contract. In other words you do not need to tip your helpers or pay them extra. Providers cannot legally ask for additional payment.

What is included in my plan?

1. Your plan must say how it will help you. Here are some examples of what is in a plan:

- How you will do more things for yourself.
- How you can be with the people you want to be with, to go to the places you want to go to and do the things you want to do.
- How you will have the kind of work you want to do.
- How to help your family take care of you at home.

2. Your plan must say when your support will start and end and how long it will last.

3. Your plan must say how much the support you get might cost and why it will cost that much.

4. Your plan must say what other kinds of support you already get or that you could get.



YOUR RIGHTS

AS A CUSTOMER OF SDRI

THE RIGHT TO A QUALIFIED PROVIDER

You have the right to a helper who know the right ways to help you. This helper is qualified if he or she :

- is at least 18 years old
- has not gotten into trouble with the police or legal trouble for mistakes or crimes involving people
- is allowed to work in the United States
- is not your husband or wife
- knows how to help you in a safe way
- can understand the directions on how to help you and to write down anything that is needed.
- Can make good decisions about providing the support you need.
- Can talk to you in a way you understand and can understand what you want or need
- Knows what to do for you in an emergency
- Has a professional license (if one is needed for the type of help they want to provide)
- Know not to talk about you without YOU saying it is okay
- Has a drivers license and insurance if they will be driving with you in a car.

In addition your Personal Agent will make sure your provider knows:

- They must report abuse or bad things that happen to you.
- They must report to your PA and family any accidents, injuries or problems that might hurt you or be bad for you.

THE RIGHT TO PARTICIPATE IN THE BROKERAGE ADMINISTRATION

You have the right to express and have your opinion heard by SDRI. Your Personal Agent will try to have your services match with what you want. You may also apply to be on SDRI's Board of Directors. Our board is made up entirely of people from our community and at present all members are people with disabilities or their family members.



YOUR RESPONSIBILITIES

AS A CUSTOMER OF SDRI

As a customer of SDRI you have some responsibility to help insure the quality and success of your Individual Support Services Plan.

1. You have the responsibility to direct the creation of your plan. Your Personal Agent will help you and give you information about alternatives, but you must be the one who decides what you need.
2. You have the responsibility to understand the limits of your plan. It is important that you tell you PA about any confusion or questions you have. It is important that you keep asking questions until you understand it.
3. You have the responsibility to make written changes in you plan when you find more effective ways of getting your needs met. Until you have made changes in the plan the Support Funds cannot be used for other purposes. Ask you Personal Agent to help with this.
4. You have the responsibility to choose and supervise the people who are paid to give you support. If you need help doing this it is important that you tell your PA what kind of help you need.
5. You have the responsibility to participate in making written agreements with your support providers, approve contracts or job descriptions and to make sure that these agreements are kept. Your PA will help you make these arrangements.
6. It is your job to approve time sheets and invoices for people who work for you. Talk to your PA about what items and timelines you will need to approve payment.
7. You have the responsibility to be aware of the funding in you plan and to make sure it is used properly. Make sure your Personal Agent knows what support you need to monitor your plan funding.
8. You have the responsibility to understand that all employees of SDRI, including your Personal Agent, are Mandatory Abuse Reporters. This means that all employees of SDRI must report problems that might hurt you or be bad for you or when we suspect someone has done bad things to you. Also know that if you tell us that someone is doing bad things to you, we have to tell the proper authorities and cannot keep what you tell us secret.

YOUR RESPONSIBILITIES

AS A CUSTOMER OF SDRI

9. You have the responsibility to understand that your caregivers and providers must be qualified before they can start work. Your Personal Agent and other staff at SDRI will help your caregivers and providers become qualified. Before your caregiver or provider can start work, they must:
1. Complete and pass a Department of Human Services Criminal History Records Check which includes (for some people) fingerprinting,
 2. Be qualified by SDRI as a Mandatory Abuse Reporter;
 3. Be eligible to work in the United States,
 4. Sign a confidentiality statement
 5. Have proof of car insurance and driver's license (if driving), and
 6. Have proof of professional license if providing certain services such as nursing care.

Oregon Administrative Rules state that brokerage dollars cannot pay for any work done by your caregiver or provider until they have completed and/or passed all of the above.

Because SDRI is funded by the State of Oregon, we must follow these rules. SDRI cannot pay for any service performed by a caregiver or provider before the date that person passes a criminal history records check and is qualified.

If an employee, caregiver or provider performs work for you before clearing a criminal history check and being qualified, understand that SDRI will not be able to pay for the work done. Payment for those services will be your responsibility.



CUSTOMER GRIEVANCES

WHEN THINGS DON'T WORK FOR YOU

HOW TO SUBMIT GRIEVANCES AND REQUESTS FOR FAIR HEARING

You always have the right to ask questions, get more information about your plan, or find out more about SDRI. Also included in this right is the right to complain about your services and get an answer that makes sense to you. Your Personal Agent can help you make your complaint and explain how it will be addressed. Your Personal Agent will also give you information about the fair hearing process.

STEPS TO TAKE:

1. If you are unhappy or dissatisfied with our services, you have the right to tell your Personal Agent. If you want something changed in your plan let your Personal Agent know. You, or someone you can trust, can call your Personal Agent and let them know at (503) 292-7142. If you are not satisfied, write up or have someone help you write up your complaint.
2. If you are still not satisfied the contact Dan Peccia, Executive Director, at (503) 292-7142 extension 11. If needed the complaint (grievance) will go to the Board of Directors for review.
3. If you are not satisfied after these steps you can either request an administrative review by the state's Services to People with Disabilities (SPD) Office or you can request a Medicaid Fair Hearing. Your Personal Agent can give you more information about these types of reviews if needed.

A copy of SDRI's complete Grievance Policy is available upon request.